



YOUTH & COMMUNITY SERVICES

[www.weave.org.au](http://www.weave.org.au)

**Team Leader  
Weave Community Hub - Woolloomooloo  
Part Time Contract**

**Position Title:** Team Leader

**Program:** Weave Community Hub in Woolloomooloo which provides casework support to families and young people, drop-in services, and capacity building activities to members of the Woolloomooloo community

**Responsible to:** Programs and Operations Manager

**Supervises:** Caseworkers, Counsellors, Community Development Workers, Volunteers and Students

**Responsible For:**

Leadership, support and coordination of the Weave Community Hub in Woolloomooloo in accordance with funding guidelines and the values, vision, purpose and policies of Weave Youth and Community Services. The Team Leader is responsible for managing the building, and for providing strong leadership, support and direction to the Woolloomooloo team comprising 7 to 10 staff, volunteers and students. Three programs operate from the Weave Community Hub - the Child, Youth and Family Support Service providing casework to local families with children and young people aged 0 to 18 years; the Community Builders Program which offers drop-in support to community members and supports the development and growth of the local community through projects, volunteering opportunities, groups and events; and the Specialist Youth Homelessness Service supporting young people age 12 to 25 years who are homeless or at risk of homelessness. All Weave programs work holistically from a strengths based, client centred and trauma informed perspective.

**Location:** Weave Youth & Community Services,  
49 McElhone Street, Woolloomooloo.

## **Employment Details and Remuneration**

<b>Employer:</b>	Weave Youth and Community Services Inc.
<b>Hours of work:</b>	9 days per fortnight (63 hour fortnight)
<b>Status:</b>	Part Time Contract - all positions at Weave are dependant on continued funding
<b>Award:</b>	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS)
<b>Grade:</b>	SCHCADS SACS Level 6 Paypoint 1-2: \$45.23 - \$46.40 per hour depending on qualifications and experience
<b>Benefits:</b>	Salary Packaging available

## **Key Duties**

### General Leadership:

- Lead, manage and supervise all aspects of the work of the Weave Community Hub, including service provision, staff supervision, support and team cohesion.
- Site manage the physical space of the Weave Community Hub; duties include coordinating bookings of spaces, maintaining and ordering office supplies and equipment, completing safety audits, managing cleaners, ensuring maintenance issues are managed and resolved etc.
- Create and maintain a warm and welcoming Community Hub for community members using the “Magic of Weave” building blocks of People, Place and Programs.
- Maintain and oversee provision of high quality services to families, children and young people who are referred into the Weave Community Hub programs and who engage through drop-in.
- Develop and review the programs and services offered at the Weave Community Hub to ensure that target group needs are being met.
- Promote the service and develop effective referral networks within the areas serviced by the Weave Community Hub.

### Internal Team Support:

- Lead Weave Community Hub Team Meetings and Intake Meetings and ensure these occur regularly.
- Assist with regular drop-in support - this is a shared duty performed by all Weave Community Hub staff.
- When needed, provide “back-up” casework and drop-in support for clients when key workers are not available due to leave, periods of recruitment etc.
- When needed, assist with group work, events and other project work.
- Attend regular line management supervision with Weave’s Programs and Operations Manager and attend external supervision.

- Collaborate with Weave's Programs and Operations Manager and CEO to recruit new staff members into key positions to ensure funding body targets and community needs are met.
- Recruit, supervise and support students and volunteers.
- Initiate training, team building and planning days for staff.
- Provide regular line management supervision to all Weave Community Hub staff and support staff to arrange their external supervision.
- Oversee the team's compliance with individual Work Plans, the collection of Client Satisfaction, other outcome measures and program evaluation data.
- Ensure written Project Plans are submitted by staff wishing to carry out projects and events; review and approve Project Plans as required.
- Undertake performance appraisals with team members and foster the professional development and training of team members.

#### Compliance and Reporting:

- Oversee the team's compliance with client databases (DEREK and CIMS).
- Complete reports as required by funding bodies, prepare funding and grant submissions, write tenders and program evaluations, and prepare other compliance documentation as required by Weave and funding bodies.
- Implement, manage and monitor team strategic planning activities in line with Weave's current Strategic Plan.
- Assist with Weave's continuous quality improvement work to maintain accreditation under ASES standards.
- Ensure all staff are aware of their obligations under Weave Youth and Community Services policies and procedures.
- Develop, review and amend policies and procedures of Weave's Community Hub in consultation with the Programs and Operations Manager and inline with Weave's broader policies and procedures.
- Manage disputes and complaints in line with Weave's policies and procedures.

#### Partnerships:

- Work closely with the Weave Partnerships and Marketing Manager to develop and deliver ongoing communications plans.
- Ensure the ongoing relevance and sustainability of the Weave Community Hub and develop partnerships to enhance service delivery where appropriate.
- Support and comply with partner obligations for the SHS Consortium - Launchpad (lead partner), Weave's SHS Team and Ted Noffs.

### Financial Responsibilities:

- Assist Weave's finance department to meet SHS brokerage obligations as required.
- Develop an annual budget with the Programs and Operations Manager and CEO and ensure compliance in the financial management of the Weave Community Hub.
- In line with Weave Funding Policy and in consultation with the Weave CEO seek out funding opportunities to meet the service provision needs of the Weave Community Hub.

### Community Consultation:

- Facilitate community consultation to develop new initiatives that meet community needs, in line with funding guidelines and in collaboration and partnership with other services.
- Consult with the local community about what services are required and the best way to deliver those services.
- Collaborate with community and local organisations on interagency projects and events such as Youth Week and NAIDOC celebrations; lead the community NAIDOC event.
- Other duties as required.

### **General Accountabilities of all Weave Staff**

- Work as part of the wider Weave team displaying effective team membership.
- Participate in Weave staff meetings, retreats, planning days, training and performance appraisal as required.
- Perform all duties in accordance with the Weave Code of Conduct and the Weave policies and procedures.
- Maintain a commitment to EEO policy and OH&S safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure that Weave is a warm, inviting and hospitable environment for everyone to be. Treat people like you would if they came to your home.
- Notice when things are untidy and clean up as needed.
- Make sure all visitors to the centre are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly.
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the job descriptions of all staff.
- Whilst it is understood that each worker has specific duties, there is a natural overlap of roles.
- Expectations of workers roles can change according to the needs of the community and available resources.

## **SELECTION CRITERIA**

- Tertiary qualifications in Social Work, Community Services, Welfare, Mental Health, Community Management, Youth Work or similar.
- At least 3 years experience leading and managing a team in an NGO setting. This includes service delivery, staff supervision, development and support to bring out the best in staff and ensuring cohesion and best practice within a team.
- Program and project management experience including planning, implementation, evaluation, reporting, submission writing, accountability, and managing budgets.
- Experience, understanding of and commitment to working holistically with people experiencing complex social issues such as domestic violence, homelessness, mental health and AOD challenges, family breakdown, poverty and isolation.
- Understanding of trauma informed, strengths based and person centred practices.
- Excellent skills in managing complex community dynamics.
- Experience providing casework support to people experiencing a range of complex issues including homelessness.
- Experience working with families, young people and children.
- Good understanding of social justice issues and their impact, particularly in relation to people residing in the Woolloomooloo area.
- Understanding of the issues facing Aboriginal people.
- Understanding of issues relating to CALD groups.
- Able to work in a flexible and adaptable manner under stress.
- Common sense and an excellent sense of humour.
- Current NSW Working With Children Check Clearance.
- NSW Class C drivers licence.

## **Desirable Criteria**

- Experience delivering groups
- Experience developing and delivering projects and events